

ANNEX C 2019-004Q - RECYCLABLE MATERIALS COLLECTION SCOPE OF WORK AND STANDARD OF SERVICE

1. Scope of Work

Services include island-wide collection of recyclable materials from households, rest homes, all private and public schools, government work places, public docks, approximately 80 dual purpose bus stop bins, and government operated facilities outside the Corporation of Hamilton, including BLDC and WEDCO properties. Optionally the Contractor may, provided the Ministry of Works and Engineering is so advised, collect recyclable materials from commercial entities at no cost to the Ministry.

The services include delivery of the collected recyclable materials to the Material Recovery Facility (MRF) located at the Government Quarry.

1.1. Basic Services

- 1.1.1. The Contractor will provide collection of recyclable materials island-wide from all residences (at curb side waste collection locations, communal collection points), public docks, all schools, Government Institutions including WEDCO and BLDC (excluding those in Corporation of Hamilton), and approximately 80 dual purpose trash bins at bus stops.
- 1.1.2. The recycling materials include tin (ferrous) food and beverage containers, aluminium containers, and glass containers. Commonly referred to as TAG.
- 1.1.3. The island will be divided into two (2) collection zones by parishes as shown in Table 1, and each residential collection zone will be served by the contractor on the days indicated in the schedule in Table 1.
- 1.1.4. In addition to the collection of the blue bag recyclables from residences within the collection zones the other locations such as government offices, schools, Public Drop-off and bus stop bins also located within the zones, will be collected on the same schedule unless the Contractor received approval in writing from the Government to service these locations on alternative days.
- 1.1.5. The Government, without invalidating the Contract, may make changes, by altering, adding to, deducting from the scope of the services, the Contract sum being adjusted accordingly. All such changed services shall be executed under the conditions of the original contract and the value of any such change shall be determined by agreement at the time of ordering. These changes shall be in writing and signed by both parties.

1.2. Estimated Quantities

- 1.2.1. The quantity of recyclable materials set out will vary and it is expected that the volumes will increase due to the Government's active education campaigns designed to increase the participation rates. Furthermore it is probable that during the contract period, legislation will be instituted to mandate recycling.

1.2.2. The current average set out rate for blue bag recyclable material including minor contamination amounts is approximately 18 to 20 tonnes per week. The average weekly set out volumes are estimated as follows for the three years of the contract:

- Year One (1) 20 to 35 tonnes;
- Year Two (2) 35 to 55 tonnes;
- Year Three (3) 55 to 65 tonnes.

These tonnage figures depend entirely on the participation rates of the public, government offices, and commercial entities, and are not guaranteed by the Government to represent either maximum or minimum values. The figures are also dependent on the Contractor's success in encouraging commercial entities to take part in the programme.

1.3. Contamination

- 1.3.1. Recycling collection crews are expected to visually examine (without opening) the translucent blue bags to determine if they contain significant (in excess of 5% by volume) amounts of non-recyclable material. If an excess of non-recyclable material is in the bag, it should be left at the collection area, the location noted and an explanatory sticker applied to the bag
- 1.3.2. The Government should be notified on the same day but no later than 9:30 a.m. on the next business day, of the locations of contaminated recyclables and reasons for stickers. The stickers will be supplied by the Government and their use will be discussed with the Contractor.

	Approximate Population	Recycling Collection Day Bi-Weekly
St. George's	3,700	Friday
Hamilton Parish	5,300	Friday
Smith's Parish	5,700	Friday
Devonshire (excluding Tee and Kent St.)	7,300	Friday
Pembroke (excluding Corporation of Hamilton)	10,300	Friday
Paget (including Tee and Kent St.)	5,100	Thursday
Warwick	8,600	Thursday
Southampton	6,100	Thursday
Sandy's	7,300	Thursday

1.4. Collection

- 1.4.1. Collection will take place once every two weeks for all locations including; residences (homes, condominiums, apartments), Ministry designated drop off locations, (Tynes Bay three times a week), Government work places (not including those in City of Hamilton), Public and Private Schools, dual purpose bus stop bins, and all Government operated facilities (including BLDC and WEDCO).

- 1.4.2. Collection will take place between the hours of 7:30 a.m. and 4:00 p.m. on the designated days and the latest delivery to the Recycling Centre will be at 4:00 p.m. These times can be altered but only with the written permission of the Government. Temporary extensions past 4:00 p.m. may be granted only if the Contractor makes the request for extension to the Government before 2:00 p.m. on any given day.
 - 1.4.3. The island will be divided into two (2) residential collection zones based on parishes and the Contractor will provide collection of recyclables in those zones on Thursdays and Friday. The Government reserves the right to amend the delineation of the zones where deemed necessary. No alternative days of collection shall be utilized without the written consent of the Government.
 - 1.4.4. In regard to collection from locations other than residences, the contractor may decide, in order to balance daily collection effort, to collect these location on any weekday, including Wednesdays, but not without prior written notification to and approval from the Government.
 - 1.4.5. In the event of a Public Holiday, the Government will instruct the public not to place out recyclables on the Public Holiday and to place them out on the next regularly scheduled recyclables collection day for their respective areas. No collections will take place on Public Holidays.
 - 1.4.6. The Contractor will weigh in at the scale facility at the entrance to the Government Quarry to have each load weighed and will keep the weigh bill as evidence for billing purposes.
 - 1.4.7. The Contractor shall report to the Government in writing within 24 hours of detailing the occurrence of all accidents that result in injury or property damage resulting from the operation of the Contract.
 - 1.4.8. The Contractor agrees to and will facilitate Global Positioning System (GPS) monitoring of the Contractor's collection vehicles by the Government if and when required to do so at the Government's expense.
- 1.5. Contractor's Telephone Service to Customers
- 1.5.1. The Contractor shall arrange for a telephone enquiry service to receive questions and complaints from the public and the Government.
 - 1.5.2. The service will be in operation from 7:30 a.m. to 5:00 p.m. Monday through Friday and any other collection day.
 - 1.5.3. The telephone number of this service shall be clearly displayed on the collection vehicles in a manner and size approved by the Government and will be provided in advertisements and promotional material run by the Government
 - 1.5.4. All enquiries received by the Contractor will be duly recorded and will be addressed as soon as possible by the Contractor. The Contractor will provide the Government with a data base log of the enquiries or comments received and the Government will monitor the database.
 - 1.5.5. The enquiry database shall be an excel spread sheet that contains the following details for each record: date, time, name and phone number, address and details of enquiry.

- 1.5.6. The enquiry database shall be submitted with each invoice and shall also be made available to the Government on demand.
- 1.6. Recycling Material Delivery Location
 - 1.6.1. The recyclable material will be delivered to the Material Recovery Facility (MRF) located at the Government Quarry.
 - 1.6.2. All deliveries must be weighed in at the scale at the entrance to the Quarry. The Contractor's drivers will follow the directions of the weigh scale operator when approaching and using the scale.
 - 1.6.3. The Contractor will discharge the recyclable materials at the location designated by the Government's staff at the MRF.
- 1.7. Missed Collections and Improper Set-Outs
 - 1.7.1. The Contractor shall notify the Government at the end of every collection day of any areas not serviced and the reason for the service not being rendered.
 - 1.7.2. The Contractor shall collect within 24 hours of being notified, any material missed on collection routes, provided the material was set out at the correct time.
 - 1.7.3. Where any dispute arises between a customer and the Contractor, the Government shall investigate the circumstances and settle the dispute. This includes but is not limited to location accessibility for collection of recyclables, personal injury, and damage to property or vehicles.
 - 1.7.4. The Government will make every effort to educate the public to use blue transparent bags. However the Contractor will collect recyclables in both blue and clear transparent bags.
- 1.8. Standard of Service
 - 1.8.1. The Contractor shall collect all of the blue bag recyclables from the streets that are serviced by the residential waste collection service. This includes all public roads and selected private roadways. In so doing the contractor shall not miss more than 10 set-out locations per collection day.
 - 1.8.2. The response time to address missed collections is 24 hours. Failure to meet this standard shall result in the Government providing the missed set-out pick up service with full costs to the Government deducted from the following payment to the Contractor on a labour and vehicle time basis.
 - 1.8.3. In the event that recyclables are collected in opaque or dark coloured bags the Government must be notified prior to delivery, or the load may be rejected at the weigh scale.
 - 1.8.4. The Contractor must ensure that vehicles used for the collection of recyclables be properly maintained both in appearance and roadworthiness as required by the Motor Car Act 1951.
 - 1.8.5. Respond promptly and appropriately to all requests.
 - 1.8.6. Notify the appropriate Agency or Authority immediately of any spill, damage or incident

1.8.7. Prepare and submit written reports as directed

2. Method Statement

The proponent's Method Statement to include, but is not limited to, the following:

- 2.1. Basic Collection plan such as starting points, routing, etc... (see Routing Methodology Sample below)
- 2.2. Name(s) of attending staff
- 2.3. Bus stop location collecting check sheet
- 2.4. List of vehicles and any other equipment will be used
- 2.5. Basic safety and risk management plan including,
 - 2.5.1. Safety precautions
 - 2.5.2. Signage
 - 2.5.3. Personal protective equipment ("PPE")
- 2.6. Accident /hazard reporting plan

3. Routing Methodology Sample

Below is an example of routing methodology for Route 9 (proponents can route vehicles as they see best):

- Equipment Required - 2 Trucks
- Safety (reflective wear)
- Vehicle will start at Tee Street going on the main road and collecting all branch streets on the water South Shore water side to Swizzle Inn (Warwick).
- From Swizzle Inn (Warwick) through Dunscombe Road to Ord Road. Ord Road going east collections on the right side of Ord Road to Middle Road.
- Going west along Middle Road collecting all side roads to the left such as Edge Hill Rd., Tangle Wood, Keith Hall Estate.
- From Burnt House Hill go to Harbour Road and collect all roads to the right going east, such as Belmont Road, Jones Lane, Chapel Road, etc...

4. Safety and Health

- 4.1. Legislation
The Contractor shall comply with all current Health and Safety Legislation
- 4.2. Health and Safety Program
The Contractor shall prepare a Health and Safety Programme
- 4.3. Notification
 - 4.3.1. The Contractor shall, immediately on occurrence of any accident at or about the Affected Property, or in connection with the execution of the Works, report such accident to the Service Manager. The Contractor shall also report such accident to the appropriate Authority whenever such report is required by Law.
 - 4.3.2. The Contractor shall post notices to inform the workers of their conditions of work in conspicuous places at the work places concerned.

5. Maintenance and Inspections

Inspection Frequency - The Service Manager shall complete an inspection of the Affected Property at random periods during the Service Period of the condition and suitability of the vehicle. If necessary the Government shall arrange for independent assessment by a suitably qualified body or person.

6. Record Keeping

6.1. Reporting

- 6.1.1. The Contractor shall develop and maintain a system for documenting the record of events and attendance and submit reports to the Government on a monthly basis. The Government may require additional information that the Contractor would normally be expected to compile as complete documentation of the service.
- 6.1.2. The reports shall be submitted to the Service Manager each month and shall be used as a basis for payment when invoice is received.

6.2. Contractor Reports

- 6.2.1. The following details are the minimum required by the Government and shall be contained in their monthly reports:
 - 6.2.1.1. Details of attendance including journey details and loads.
 - 6.2.1.2. Waste Transfer receipts.
 - 6.2.1.3. Summary of any Incident Reports.
 - 6.2.1.4. Summary of bus Stop Bins needing repairs or other Bus stop bin issues
- 6.2.2. Incident reports should be submitted to the Service Manager in writing immediately following an incident.

6.3. Statutory Reporting

The Contractor shall maintain all records and reports as required by law.

7. Equipment

- 7.1. The Contractor may employ any vehicle types or combination of light, intermediate and heavy trucks as well as waste compactor trucks for the collection service.
- 7.2. The Contractor must provide proof that they own or will be able to procure the vehicles proposed to adequately carry out the services.
- 7.3. The Government reserves the right to inspect the Contractor's vehicles to verify the tare weight, check on the mechanical condition, and to ensure proper signage is in place during the time of the Contract.
- 7.4. The Contractor will inform the Government before 9 a.m. if a new collection vehicle(s) will be operated any collection day.
- 7.5. The Contractor shall be responsible for maintaining the Truck and all equipment in first class condition and in every respect suitable for the transportation of recycling materials and ensures that each and all of the trucks have been licensed and are so constructed and equipped as to comply with all the rules and regulations governing their operation over the highways of Bermuda carrying net loads of the respective amounts and type as represented in this contract.
- 7.6. The Contractor must provide all license and daily permits and to maintain the equipment hired in good, clean, operating condition and to comply with all requirements imposed on the equipment and operators by the Transport Control Department, Waste Management Department, Environmental Protection or any other authority; that is to say, the equipment must be maintained in such condition and with such safety devices as will comply in all respect with the requirements imposed by proper authority and be properly licensed and registered to do so.
- 7.7. Any repairs necessary to keep the trucks in good running condition throughout the life of this contract shall be at the expense of the Contractor; and in the event that the operation of any truck should be suspended for purposes of necessary repairs to truck or lifting equipment

during the life of the contract, such loss of time shall be considered to be for the account of the Contractor without additional rental payment.

- 7.8. During the term of this contract, the Contractor is responsible for all consumable items including, but not restricted to, engine coolant, tires, fuel and oil used by such vehicle
- 7.9. All vehicles shall have permanent visible company identification.
- 7.10. All vehicles shall have permanent visible telephone contact details.
- 7.11. The Contractor is responsible for all Equipment
- 7.12. The Contractor will hold adequate spares for efficient operation of the vehicle.

8. Method of Payment

- 8.1. Payments shall be made to the Contractor by the Government after receiving an invoice and submittals detailed herein for every four (4) week period for the services provided by the Contractor.
- 8.2. Payments shall be made through wire transfer within 30 days of receiving the invoice.
- 8.3. The total invoice amount for each four (4) week period will be calculated by totalling its two (2) consecutive bi-weekly payments based on the payment schedule.
- 8.4. Special collection work performed outside of the regular collections will be invoiced in accordance with prior agreed hours of work.
- 8.5. The invoice shall include a copy of the weigh bills received by the Contractor, a total tally of the bi-weekly tonnages collected based on these receipts, the purchase order number, and a total billing based on the tonnage and the fee schedule.
- 8.6. If the weigh scale is not functioning at the Quarry, then the weigh scale at either the Airport Waste Management Facility or the Tynes Bay Waste to Energy Facility shall be employed. If no functioning scale is available, the average loaded weight of each vehicle over the most recent three weigh-ins shall be employed.
- 8.7. A penalty will apply if during the course of normal deliveries to the MRF it is discovered that one vehicular load of blue bag material delivered to the MRF contains contaminating materials greater than 5% by weight of the total load. Contaminating material for the purpose of this clause is any item or items that are not tin, aluminium, glass or plastic bags. The penalty is a reduction of the current weekly payment by 5%.
- 8.8. The Contractor is required to present the following reports which shall be used as a basis for payment when invoice is received:
 - 8.8.1. Daily Waste Transfer Reports
 - 8.8.2. Four-weekly Reports Include Bus Stop Bin Collection
 - 8.8.3. In the event of an unusual occurrence such as unsafe load or damage, the Contractor shall submit a written Incident Report to the Service Manager, along with the Daily Report form

Any and all reports prepared during the term of this contract shall become the property of the Bermuda Government.

COLLECTION LOCATIONS

Parish	Road	Description of Location	Site Type	Location Type	Weekly¹
Devonshire	Middle	Bottom of Collectors Hill	Park	Bus Shelter	X
Devonshire	Middle	Endsmeet Animal Hosp. - Opposite	School	Bus Stop	
Devonshire	Middle	Palmetto Road/Dock Hill	School	Bus Shelter	
Devonshire	Palmetto Road	St. John's Church	School	Bus Shelter	
Devonshire	South	Watch Hill Park	Park	Bus Shelter	X
Hamilton	Harr. 100s	Swizzle Inn	Rest.	Bus Shelter	X
Hamilton	H'Sound Rd	Harrington Sound Primary	Rest.	Bus Shelter	
Hamilton	North	Aquarium	School	Bus Shelter	X
Hamilton	North	Cottage Hill Road	Grocer	Bus Shelter	
Hamilton	North	Francis Patton	School	Bus Shelter	
Hamilton	North	Francis Patton	School	Public Dock	
Hamilton	North	Grotto Bay	Hotel	Bus Stop	X
Hamilton	North	Grotto Bay	School	Bus Shelter	X
Hamilton	North	Jennings Road	Park	Bus Shelter	X
Hamilton	North	Shelly Bay Market Place	Beach	Bus Shelter	X
Hamilton	North	Sommersfield Academy	Grocer	Bus Shelter	
Hamilton	North	St. David's Primary School	Dock	Bus Shelter	
Hamilton	North	Swizzle Inn	Hotel	Bus Stop	X
Paget	Middle	Locust Hall Farm	Grocer	Bus Shelter	
Paget	Ord	Ord Road - Bus turn around	School	Bus Shelter	
Paget	South	Bermuda College	Church	Bus Shelter	
Paget	South	Bermuda College	School	Bus Shelter	
Paget	South	Elbow Beach	Beach	Bus Shelter	X
Paget	South	Elbow Beach	School	Bus Shelter	X
Paget	South	St. Paul's Church	School	Bus Shelter	X
Pembroke	Marsh Folly	West Pembroke School	Park	Bus Shelter	
Pembroke	North	Government House - opposite	Park	Bus Shelter	
Sandys	Cavello Lane	West End Primary School	Dock	School	
Sandys	Middle	Dalton E. Tucker	School	Public Dock	
Sandys	Middle	White Hill	School	Public Dock	
Sandys	Middle	White Hill/Arnolds	Grocer	Public Dock	
Sandys	Middle	Port Royal Gas Station	Grocer	Bus Shelter	X
Sandys	Scott's Hill Rd	Cavello Bay Dock	School	Public Dock	X
Sandys	Scott's Hill Rd	Sandy's Middle School	Dock	Public Dock	
Sandys	Somerset Road	Ely's Harbour Public Dock	Grocer	Public Dock	X
Sandys	Somerset Road	Somerset Bridge: Ferry Dock	Dock	Bus Shelter	X
Sandys	Somerset Road	Somerset Bridge: Post Office	Dock	Public Dock	X
Sandys	Somerset Road	Watford Bridge Ferry Dock	School	Public Dock	X
Sandys	Somerset Road	Wreck Hill	Grocer	Bus Shelter	
Smith's	North	Aquarium - Op. at Flatt's Dock	Park	Bus Shelter	X

Weekly¹: Weekly collection from June 1 to September 30

COLLECTION LOCATIONS

Parish	Road	Description of Location	Site Type	Location Type	Weekly¹
Smith's	South	Harrington Sound Primary Dock op.	School	Bus Stop	
Smith's	South	John Smith's Bay	Beach	Bus Shelter	X
Smith's	South	John Smith's Bay	Park	Bus Shelter	X
Smith's	South	Spittal Pond, Op. Harrington 100s	Beach	Bus Shelter	X
Southampton	Middle	Barnes Corner	Hotel	Bus Shelter	
Southampton	Middle	Bermuda Institute	School	Bus Shelter	X
Southampton	Middle	Bermuda Institute	School	Public Dock	X
Southampton	Middle	Dalton E. Tucker	School	Bus Shelter	
Southampton	Middle	Evans Bay	Grocer	Bus Shelter	
Southampton	Middle	Heron Bay School	School	Bus Shelter	
Southampton	Middle	Heron Bay School	School	Public Dock	
Southampton	Middle	Intersection South and Middle	Main Rd	Pole Only	
Southampton	Middle	Jew's Bay	School	Bus Shelter	X
Southampton	Middle	Jew's Bay Public Dock	Dock	Bus Shelter	X
Southampton	Middle	Jew's Bay Public Dock	Dock	Bus Shelter	X
Southampton	Middle	Middle Road/South Shore Junction	Main Rd	Bus Shelter	
Southampton	Middle	Port Royal Gas Station	Rest.	Bus Shelter	X
Southampton	Middle	Port Royal School	School	Bus Shelter	
Southampton	Middle	Port Royal School	School	Bus Shelter	
Southampton	Middle	Southampton Princess	Dock	Bus Shelter	X
Southampton	Middle	Southampton Princess	Hotel	Bus Shelter	X
Southampton	Middle	T. N. Tatum Middle School	School	Bus Shelter	
Southampton	Middle	The Reefs Hotel	Hotel	Bus Shelter	X
Southampton	South	Henry 8th - East	Hotel	Bus Shelter	X
Southampton	South	Horseshoe Beach*	Beach	Pole Only	X
Southampton	South	Horseshoe Beach*	Rest.	Bus Stop	X
Southampton	South	Sea Swept Farm Rd	School	Public Dock	
Southampton	South	Southampton Princess	Beach	Bus Stop	X
Southampton	South	Southampton Princess	Hotel	Bus Shelter	X
St. Georges	St. Davids	Clearwater Middle School	Grocer	Bus Shelter	
St. Georges	St. Davids	St. David's Dock (Black Horse)	School	Bus Shelter	X
St. Georges	St. Davids	Tony's Fine Foods	School	Bus Shelter	
Warwick	Middle	Belmont - Keith Hall Road	Dock	Bus Shelter	
Warwick	Middle	Belmont - Keith Hall Road	Grocer	Bus Shelter	
Warwick	Middle	Bowling Alley	School	Bus Shelter	X
Warwick	Middle	Harmony Club	Beach	Bus Shelter	
Warwick	Middle	Paget Primary, Ord Road	School	Bus Shelter	
Warwick	Middle	T. N. Tatum Middle School	Grocer	Bus Shelter	
Warwick	Middle	Warwick Academy	Dock	Bus Shelter	X
Warwick	Middle	Warwick Academy	School	Bus Shelter	X
Warwick	Ord	Warwick Academy	School	Bus Shelter	X

Weekly¹: Weekly collection from June 1 to September 30